Infection Prevention and Control Guidelines for non-State quarantine facilities providing accommodation for guests in quarantine or isolation
Version control and approval

This Plan should be considered a 'live document' and will be reviewed and updated regularly in response to:

- New legislation or statutory directions;
- Changes in advice based on emerging evidence or national guidelines;
- Learnings from outbreak management locally, in other jurisdictions and internationally; or
- Stakeholder engagement and feedback.

Review and update of this Plan is coordinated by the State Health Incident Coordination Centre (SHICC) Infection Prevention and Control Team which can be contacted for feedback at PHEOC@health.wa.gov.au.

Full revision history is included at the end of this document.

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<th>Author</th>
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<td>SHICC IPC</td>
<td>Added ‘Apron’ to App 1 Table. Removed apron ‘(if desired)’ in App 3 Table 2</td>
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<td>SHICC IPC</td>
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Definitions

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Introduction

This document is applicable to all accommodation services that have guests who have been directed to quarantine or isolate, but which are not managed as Western Australian State quarantine facilities. The minimum standards required for staff, including contracted staff, employed at these accommodation services are described in this document.

Accommodation may be in several settings such as hotels, motels, apartments, units and chalets and should have a front desk, manned 24 hours a day or have other means to allow for late arrivals. Accommodation providers should consider having closed circuit television (CCTV) and some form of security.

For other accommodation settings refer to the Information for providers of non-serviced, short-term rental accommodation, with guests in quarantine or isolation.

It is important that people who are required to comply with quarantine or isolation protocols are provided with support and care. The privacy of guests must always be respected, including their COVID-19 status.

For simplicity, the term quarantine is utilised throughout this document, whether the guest is technically in quarantine or isolation.
1.0 Staff training and risk mitigation

1.1 All staff should have access to information on infection prevention and control (IPC). This should include how to use personal protective equipment (PPE) correctly, perform effective hand hygiene, respiratory etiquette, physical distancing, cleaning and disinfection processes, linen and waste management. Refer to Section 12 for educational resources.

1.2 A record should be kept of all staff who have been provided this information.

1.3 All staff should be trained in procedures and protocols to address the following in a safe manner:
- the check-in processes
- food handling and delivery
- linen and waste management collection
- daily and terminal (when guest vacates the room) cleaning and disinfection
- cleaning of lifts following guest transfers if applicable
- procedure if guest leaves the facility for COVID-19 testing
- procedure if guest leaves the facility for emergency reasons
- procedure if guest leaves the facility for non-emergency reasons
- procedure if guest requires physical assistance

1.4 All staff are to be fully vaccinated for COVID-19, with additional doses or boosters when eligible, as per the mandatory vaccination Direction.

1.5 All staff are to report if they have any symptoms of a respiratory illness and must not attend work if feeling unwell. They must present for testing at their nearest COVID-19 clinic and isolate at home until test results available.

1.6 All staff should maintain 1.5m physical distance from all guests and colleagues whenever possible.

1.7 All staff should regularly perform hand hygiene while on duty, before and after meal breaks, bathroom or refreshment breaks, and after performing cleaning. Hand hygiene must also be performed before and after applying PPE.

1.8 Staff should wear clean uniforms/work wear each day and launder as per normal requirements.

1.9 Staff must comply with mandatory mask wearing Directions when in place.

2.0 Accommodation procedures and preparation

2.1 All procedures should be documented and readily available to all staff.

2.2 The check-in and guest movement processes should have been tested by the facility to ensure they are completed in a timely manner.

2.3 Alcohol based hand rub (ABHR) should be readily available throughout the facility and contain at least 60% alcohol. Placement should include staff areas, on entry to...
the facility, at reception, by lifts and in common/shared areas, including bars and restaurant areas.

2.4 Signage should be provided, that promotes physical distancing between all guests, hand hygiene and respiratory hygiene.

2.5 Accommodation providers employing security staff must have records of security staff hired and which security company staff they are hired through, including those who are subcontracted.

2.6 If staff are hired via outside contractors, it is the responsibility of the accommodation provider to ensure all staff have been provided with information as documented above.

2.7 In facilities where guest deliveries are delivered to the reception, the facility should have a register to record arrival times of perishable food and ensure that all perishable foods are delivered to the guest in a manner appropriate for food safety reasons.

2.8 In facilities that do not have a reception desk that is manned 24 hours a day, after hours contact details of a facility staff member should be made available for guests.

2.9 All staff must be instructed on how to report guest breaches of quarantine. They should inform management, who will inform WAPOL, and follow their advice.

2.10 Any shared equipment i.e. cleaning trolleys, communication equipment, keys, must be cleaned and disinfected with an appropriate detergent/disinfectant wipe or solution between users.

2.11 Any time the guest transits through the shared areas of the facility, these areas will require immediate cleaning. e.g. after check-in and when attending medical appointments for testing.

2.12 Daily cleaning of rooms occupied by guests in quarantine is not permitted. Staff must not enter a quarantine room unless there is an emergency. The guest may be provided with cleaning items to maintain the cleanliness of the room during their quarantine period e.g. disinfectant wipes.

3.0 Check-In

3.1 Preparation

3.1.1 Management should include a requirement for guests to declare in the booking process if their stay is for the purpose of quarantine. This will assist the facility to allocate rooms as a risk mitigation strategy. This information should be communicated in an appropriate manner to staff.

3.1.2 Plan for a contactless and cashless check-in where possible. Use of shared pens should be avoided.
3.1.3 At all times, hotel management must ensure procedures are in place to prevent the mixing of members of the public and other guests with the quarantine guests. Plans to facilitate this should be clearly articulated to all staff.

3.1.4 Personal protective equipment (PPE) e.g. disposable gloves, single-use surgical masks and protective eyewear, and ABHR and cleaning and disinfection products must be available for staff.

3.1.5 PPE should be used if there are any quarantine guests in proximity to the staff member and removed once the guest leaves the area. Hand hygiene must be performed after removing each item of PPE, in the correct order. Protective eyewear should be cleaned immediately after use. See Appendix 1 & Appendix 2.

3.1.6 Routine cleaning regimes should be increased, focusing on frequently touched areas e.g. lifts, handrails, keypads.

3.2 During check-in

3.2.1 Guest room allocation should be considered. Where possible, try to avoid allocating quarantine guests and non-quarantine guests on the same floor or area or in adjacent rooms.

3.2.2 Try to avoid the check-in of quarantine guests and non-quarantine guests at the same time. Consider identifying a separate area that could be used to separate guests.

3.2.3 A minimum distance of 1.5 metres between the guest, staff and all other people must be maintained throughout the check-in process.

3.2.4 The quarantine guest must be wearing a face mask on arrival and until they enter their accommodation.

3.2.5 All staff assisting with check in are required to wear a disposable surgical mask and protective eye wear for check-in of quarantine guests. The employer is responsible for providing these items for their employees/staff. See Appendix 1.

3.2.6 Guests must be encouraged to manage their own luggage. A luggage trolley can be provided to the guest and the guest is to be instructed to leave the trolley outside their room when finished. The facility must have a process for the immediate collection and cleaning and disinfection of this luggage trolley. Staff are to wear PPE (mask, eyewear, gloves, apron) when collecting and cleaning the trolley. See Appendix 1.

3.2.7 If the facility has elevators, a lift management process should be implemented.

- These processes should ensure only members of the same quarantine party enter.
- No one else should enter the lift with the quarantine guest i.e. members of the public, other guests or staff. If possible, staff should utilise the elevator over-ride function to ensure the guest can ride solo to their floor.
• The lift must be cleaned and disinfected prior to use by other staff/guests, including all lift buttons, handrails and shoulder height vertical surfaces outside and inside the lift.

3.2.8 All areas that the quarantine guest has had contact with e.g. chairs, reception desk, should be cleaned and disinfected once the guest has left the reception area. Hand hygiene must be performed after cleaning.

3.3 Information pack provided to all guests

3.3.1 The information pack provided to guests should include any COVID-specific requirements the hotel has implemented, including:
• the requirement to wear a face mask if opening the door to receive food or remove waste
• the requirement to wear a face mask if leaving the premises to attend COVID testing
• the process to be followed if the guest needs to leave the hotel for any reason e.g. to attend a COVID clinic for testing.

3.3.2 The accommodation provider should also provide information on how meal deliveries, linen and waste management and other delivered items will be managed at their facility.

4.0 Guest requirements

Guests are to comply with the following guidance:

4.1 Guests are not permitted to leave their room of quarantine unless:
• in an emergency e.g. fire, medical
• due to a maintenance issue
• for reasons permitted by WA Health e.g. to receive hospital care or attend a COVID-19 clinic for testing.

4.2 Guests must not attend communal areas such as dining rooms, gyms and pools.

4.3 Guests must always wear a surgical mask when permitted outside their room of quarantine e.g. to go to a COVID-19 clinic and when opening their door to receive food and other deliveries, dispose of rubbish, exchange linen and for any other occasion where the door must be opened. Note that children under 12 years of age are exempt from wearing a mask.

4.4 Guests should minimise their contact with surfaces and objects as they transit through the facility on arrival and departure.

4.5 Guests should not have physical contact with staff or other guests who are not part of their immediate travel party and should not handle other guests’ luggage or belongings

4.6 Guests should perform hand hygiene regularly, using either soap and water or using an ABHR.
4.7 Guests should practise respiratory hygiene by coughing or sneezing into their elbow or a tissue that is then disposed of immediately into a bin and hand hygiene performed.

4.8 Guests are not permitted to have visitors.

4.9 Guests are not permitted to open their door unnecessarily.

5.0 Guest movement

5.1 Leaving quarantine room

5.1.1 The guest should inform the facility of the day and time of any departure.

5.1.2 The guest must perform hand hygiene and put on a surgical mask before leaving their room.

5.1.3 The guest should arrange their own transportation and ensure it has arrived at the facility prior to leaving their room. The guest must inform the transport service they are in quarantine, as the driver must also wear PPE.

5.1.4 The staff must ensure that the areas of the facility that the guest will move through, including the lift, are clear.

5.1.5 Quarantine guests must not have contact with non-quarantine guests.

5.1.6 Staff and other guests must always stay at least 1.5m from the guest.

5.1.7 The accommodation provider must clean all areas involved in the journey from the room to the transport. Hand hygiene must be performed after cleaning.

5.2 Returning to quarantine room

5.2.1 The guest should inform the facility when they are returning.

5.2.2 The guest must wear a surgical mask and perform hand hygiene on return.

5.2.3 The staff are to ensure that the areas of the facility that the guest will move through, including the lift, are clear. Staff and other guests must always stay at least 1.5m from the guest.

5.2.4 Quarantine guests must not have contact with non-quarantine guests.

5.2.5 The accommodation provider must clean all areas involved in the journey from the transport to the room. Hand hygiene must be performed after cleaning.

6.0 Provision of services

6.1 Food and delivery services

6.1.1 Staff delivering items to a quarantine guest should wear a surgical mask and protective eyewear. There should be no contact with the guest. See Appendix 1 & Appendix 2.

6.1.2 All food and deliveries should be left outside the guest room. The facility should develop a procedure for delivering items to the guest room ensuring
there will be no contact between the staff member and the guest e.g. call the
guest from reception to inform the guest that a delivery has been made and
remind guest to put on a mask before opening the door to collect.

6.1.3 Any trolleys used for quarantine guests must be cleaned and disinfected prior
to being returned to other/meal preparation areas. Food can be served in
disposable containers or/and with reusable crockery and cutlery. All reusable
crockery/cutlery should be collected from outside the room at a mutually
agreeable time and processed through a dishwasher. Hand hygiene must be
performed by staff after handling any items from a quarantine room.

6.1.4 Staff must not have any interaction with guests when they are delivering food,
care packages, clean linen or when collecting used linen and waste and must
not enter the guest room.

6.1.5 If guests have perishable food delivered, time of arrival to the facility, and
delivery to the room, should be recorded. Food should be delivered to the
guests’ door within 15 mins of arrival at the facility, for reasons of food safety.

6.2 Laundry service

6.2.1 Staff are not to have any contact with the guest when providing a laundry
service.

6.2.2 Fresh linen and towels may be delivered to the guest as required. The linen
should be left outside the guest’s door upon request. Staff delivering the fresh
linen should wear a surgical mask and protective eyewear. See Appendix 1.

6.2.3 A plastic bag should be provided for the guest for used linen.

6.2.4 When collecting dirty linen, staff are to wear a surgical mask, protective
eyewear and gloves. See Appendix 1.

6.2.5 Laundry trolleys should be cleaned and disinfected following collection of used
linen. Staff must then remove dirty PPE and perform hand hygiene. See
Appendix 3.

6.3 Waste management

6.3.1 Staff collecting waste from a quarantine guest’s room must wear a surgical
mask, eye protection and gloves. There should be no contact with the guest.
See Appendix 1.

6.3.2 All waste generated by the guest can be placed in the general waste stream.

6.3.3 Plastic bin bags should be provided to the guest to facilitate bagging of waste.

6.3.4 The guest should leave the tied waste bags outside the door for collection by
staff. This should coincide with meal pick up to minimise the number of times
the door is opened. Staff must perform hand hygiene after handling any waste.

6.3.5 Staff must check with guests if specialised waste will be created e.g. diabetic
guests may need a safe disposal method for medication needles.
7.0 Cleaning principles

7.1 Cleaning

7.1.1 Cleaning products should enable both cleaning and disinfection to occur. Cleaning and disinfection should include either:

- detergent and warm water using a clean cloth, followed by a disinfectant
- use of combined detergent/disinfectant products.

Information on which disinfectants to use against COVID-19 is available on the Therapeutic Goods Administration website.

7.1.2 Cleaning and disinfection must follow the clean-to-dirty principles e.g. food areas before bathroom areas.

7.1.3 Cleaning material may be provided to guests to facilitate guests in maintaining acceptable hygiene standards within their room. Disposable cleaning equipment should be provided to the guests.

7.1.4 Routine cleaning and disinfection of all common areas of the facility should occur at an increased frequency and should occur at least twice daily. Frequently used areas e.g. reception areas, shared bathroom facilities and all frequently touched surfaces e.g. lift buttons, door handles, handrails, staff touch-pad entry access panels, computer mice and keyboards, desks, and telephones should be cleaned and disinfected more frequently.

7.1.5 Cleaning and disinfection must occur after the check-in of the quarantine guest and must include the lift and any touched surfaces.

7.1.6 Routine daily cleaning of the guest’s room and any turn-down services must be suspended for guests in quarantine.

7.1.7 Cleaning staff must be trained in the appropriate use of cleaning and disinfection procedures and products. This includes following the manufacturer’s instructions, never topping up or mixing of chemicals, wearing appropriate PPE to prevent chemical splashes and inhalation, avoid touching nose, eyes and mouth when cleaning and always having access to the product safety data sheets on site.

7.2 Vacate cleaning

7.2.1 Current evidence does not support third party cleaning or validation of cleaning processes of rooms that have been occupied by persons who were COVID-19 positive.

7.2.2 Irrespective of status of guest, no item removed from the guest room should be retained by hotel staff for personal use. Any item left by the guest that is not disposable should be bagged and sealed and the manager notified of items to be collected.

7.2.3 Vacate cleaning requirements will depend on whether the guest tested positive for SARS-CoV-2 during their stay. If status is not known on guest departure, then the room should be managed as per a positive case.
7.2.2  Standard cleaning procedure. See Appendix 3, Table 1

For rooms that have been occupied by a guest who has not been diagnosed with COVID-19, the following is to occur:

• The room is to be cleaned and disinfected as per the facility’s usual cleaning protocols. It is important to note that the room will not have had daily cleaning for an extended time and may require more intensive cleaning than usual, such as steam cleaning carpets, curtains or fabric furniture.
• Cleaning staff should wear PPE consistent with preventing chemical exposure and as per product information e.g. gloves, apron, eye protection.
• Any complimentary items such as water bottles, toiletries, tea, coffee, sugar sachets can remain in the room if the seals are not broken, or packaging opened.

7.2.3  Enhanced cleaning procedure. See Appendix 3, Table 2

For rooms that have been occupied by a guest who has been diagnosed with COVID-19, the following is to occur:

• Leave air-conditioning running for 60 minutes prior to commencement of cleaning and disinfection. This allows respiratory particles to settle.
• Where able, windows, curtains and doors to balconies should be opened during cleaning.
• Staff cleaning the room must wear PPE that includes surgical mask, protective eyewear, plastic apron, and gloves.
• All perishable items, including unopened packets, and any toiletries or personal care items are to be discarded.
• Crockery and cutlery from the room should be washed in a dishwasher. If a dishwasher is not available then hand wash all crockery and cutlery in hot soapy water, rinse in hot water and allow to dry.
• All linen, even if unused, is to be bagged and sent for laundering. Mattress and pillow protector, if used, should be changed and laundered.
• Disposable cleaning equipment are preferred. Where cleaning items are reusable, they must be laundered and allowed to dry before reuse.
• Any frequently handled items in the guest room, such as remote controls, air conditioning controls, light switches, door handles and drawer/cupboard handles, need to be thoroughly cleaned and disinfected.
• The room should be cleaned according to usual protocols, with extra care taken to ensure all hard surfaces within the room are cleaned and disinfected, especially the frequently touched surfaces.
• Soft furnishings, such as lounges, chairs and bedheads, should be vacuumed. If more intensive cleaning is required steam cleaning should be used.
8.0 Emergency maintenance

8.1 Urgent maintenance

8.1.1 If the room occupied by the quarantine guest requires maintenance and cannot be delayed until the completion of their quarantine, arrangements are to be made to have the guest moved to another room.

8.1.2 Ensure the guest is wearing a surgical mask and is transferred directly to another room ensuring there is no physical contact with anyone else.

8.1.3 If the staff are required to escort the guest, staff must wear a surgical mask, protective eyewear and maintain physical distancing at all times.

8.1.4 Maintenance staff should wear PPE i.e. surgical mask, protective eyewear, gloves, gown/coveralls as required by workplace safety and health requirements. If maintenance requires access to heating ventilation air-conditioning (HVAC) systems, then additional respiratory protection will be required i.e. a particulate filter respirator such as a P2 or N95 mask.

8.1.5 Hand hygiene is to be performed before entering the room and after completion of the task and after removal of any PPE. The maintenance staff should avoid touching their faces, especially eyes, nose and mouth. See Appendix 1, Appendix 2 & Appendix 3.

8.2 Non-urgent maintenance

8.2.1 Once the room has been cleaned and disinfected, as per vacate cleaning procedures, maintenance personnel may conduct repairs according to normal protocols. Maintenance personnel should wear PPE as appropriate for the task being undertaken and as required by workplace safety and health requirements.

9.0 Confirmed positive COVID-19 case after check-in

9.1 Formal risk assessment of the case will be done by Public Health Operations staff at the time of diagnosis to identify any staff who may have been placed at risk by contact with the guest.

10.0 How to manage a breach in quarantine

10.1 If a quarantine guest is found breaching quarantine by attempting to leave their room, instruct the guest to go straight back to their room.

10.2 Inform the accommodation manager of the breach.

10.3 The manager should ensure immediate cleaning and disinfection is undertaken of all communal areas and all areas where the guest has been.

10.4 The manager must immediately contact WAPOL (Ph: 131 444) and public health operations on 1300 316 555 or email ncovcontact@health.wa.gov.au to notify them of the breach.
10.5 In the event the breach involves a member of staff e.g. staff member had contact with a quarantine guest or has entered a quarantine room, the manager should be informed immediately. The manager must report the incident to Public Health Operations 1300 316 555 or email ncovcontact@health.wa.gov.au.

11. Evacuation procedures

11.1 Follow normal hotel evacuation procedures. Accommodation providers should have a supply of masks to provide to guests in case they do not have one.

11.2 Ensure quarantine guests are wearing masks and maintaining physical distance where possible.

11.3 At evacuation assembly point separate the quarantine guests from the normal guests ensuring there is adequate distance between the two groups.

11.4 Ensure staff who are managing the quarantine group are wearing masks and protective eyewear.
12.0 Resources

12.1 Education and training (free to access)
Australian Government Infection Prevention and Control training for COVID-19
Hand Hygiene online courses:
https://www.hha.org.au/online-learning/complete-a-module
Personal Protective Equipment (PPE) Donning and doffing poster:
WA Department of Health PPE donning and doffing video:
https://youtu.be/qENV2ly-ndk
World Health Organization Infection Prevention and Control of COVID-19 Virus
https://openwho.org/courses/COVID-19-IPC-EN
Australian Food Standards

12.2 Fact sheets and posters
WA Health:
Infection prevention and control advice for physical distancing in the workplace
WA Health Donning and Doffing Video
https://www.youtube.com/watch?v=qENV2ly-ndk
WA Health Donning and Doffing Poster
WA Government coronavirus information and advice:

Australian Department of Health
Australian Department of Health Resources for the general public:
Australian Government Identifying the Symptoms Poster:
Australian Government Stop the Spread Poster:

Australian Government Keeping Your Distance Poster:

Australian Government Cough Etiquette Poster:

Australian Government Hand Washing Poster:

Hand Hygiene Australia posters:

WA resources to support people in quarantine or isolation:

WA Health Assistance for people in quarantine or isolation

COVID-19 coronavirus: Community information
**Appendix 1 - PPE for staff at Non-SQF**

This table is a guide for appropriate PPE to be worn by workers and contractors within the non-SQF.

At times, all staff will be required to wear a face mask when indoors or outdoors if unable to maintain physical distance from other people.

<table>
<thead>
<tr>
<th>Staff Members</th>
<th>Level 2 Surgical mask</th>
<th>Protective eyewear</th>
<th>Gloves</th>
<th>Gown/Apron</th>
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<tr>
<td>Chefs and kitchen hands</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>×</td>
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<tr>
<td>Cleaners - routine clean</td>
<td>✓•</td>
<td>✓•</td>
<td>✓•</td>
<td>×       (apron optional)</td>
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<td>Cleaners - enhanced cleaning measures</td>
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<td>Hotel staff e.g. front of house, reception, managers during guest transit</td>
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<td>✓•</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Hotel staff delivering food, beverages, care packages, clean linen</td>
<td>✓•</td>
<td>✓•</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Hotel staff collecting rubbish/linen</td>
<td>✓•</td>
<td>✓•</td>
<td>✓•</td>
<td>✓•</td>
</tr>
<tr>
<td>Maintenance staff and contractors</td>
<td>✓•</td>
<td>✓•</td>
<td>✓• (if accessing guest rooms)</td>
<td>✓• (if accessing guest rooms)</td>
</tr>
<tr>
<td>Western Australian Police (WAPOL)</td>
<td>✓•</td>
<td>✓•</td>
<td>×•</td>
<td>×</td>
</tr>
</tbody>
</table>

* gloves required if handling luggage or physical contact with guest
Appendix 2 - Donning and doffing sequence for PPE

Donning PPE

1. Hand hygiene
   - Using an alcohol-based hand rub, cover all hand surfaces and rub until dry
   - OR
   - Wash hands with soap and water for at least 20 seconds

2. Disposable gown or apron
   - Fasten ties at the neck (if present) and at the waist to the side

3. Surgical mask
   - Secure loops around the ears
   - If ties are present, secure one tie at the crown of the head and the other at the base
   - Mould the metal band over the nose for a secure fit
   - Gently extend the pleats downwards to sit underneath the chin
   - Change if soiled, wet or damaged or contaminated (sneezed or coughed on/in)
   - Mask must not be worn around the neck or under your chin or mouth
   - Avoid touching the front of the mask once fitted

4. Eye protection
   - Goggles or Face shield
   - These items provide protection above, below and around the sides of the eyes
   - NB Prescription glasses are not considered protective eye wear

5. Gloves
   - Don gloves if touching a person or their belongings
   - Gloves are disposable and should not be reused
   - Change between interactions/client (single use only) or when soiled
Doffing PPE

1. Remove gloves
   - Grasp outside of glove with opposite hand, peel off turning glove inside-out
   - Hold removed glove in gloved hand
   - Slide fingers of ungloved hand under remaining glove at wrist
   - Peel glove off over first glove, turning inside out and forming a ball
   - Discard into a waste bin

2. Perform hand hygiene

3. Remove gown
   - Unie ties at the neck and waist
   - Touching only the inside of the gown, fold or roll the gown inside-out and into a bundle
   - Discard directly into general waste bin

4. Perform hand hygiene

5. Remove protective eyewear
   - Remove goggles or face shield
   - Avoid touching the front of the goggles or face shield and remove from face
   - Reusable goggles/face shields can be set aside for cleaning and disinfection

6. Perform hand hygiene

7. Remove mask
   - Avoid touching the front of the mask
   - Handle by the loops/straps only
   - Drop away from the face
   - Discard into general waste bin

8. Perform hand hygiene

9. Waste
   - All PPE is to be placed into a plastic bag, tied off and placed into general waste
### APPENDIX 3 - Room cleaning procedures

#### Table 1 Standard cleaning procedure

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time check</strong></td>
<td>• Low risk rooms can be cleaned as soon as the guest departs.</td>
</tr>
<tr>
<td><strong>PPE</strong></td>
<td>• If there are other quarantine guests on the floor, staff are to wear mask and protective eyewear when transiting to the room to be cleaned. These can be removed once inside guest room.</td>
</tr>
<tr>
<td></td>
<td>• Perform hand hygiene outside room</td>
</tr>
<tr>
<td></td>
<td>• Don gloves, and apron (if desired) - refer Appendix 2</td>
</tr>
<tr>
<td></td>
<td>• Enter room.</td>
</tr>
<tr>
<td><strong>Pre-clean and removal of room contents</strong></td>
<td>• Remove and bag all waste including:</td>
</tr>
<tr>
<td></td>
<td>o any food and drink from the room or fridge</td>
</tr>
<tr>
<td></td>
<td>o any toiletries that have broken seals or packaging</td>
</tr>
<tr>
<td></td>
<td>o any newspapers or papers.</td>
</tr>
<tr>
<td></td>
<td>• Remove all crockery, cutlery and glasses ready for dishwasher.</td>
</tr>
<tr>
<td></td>
<td>• Remove and bag all linen.</td>
</tr>
<tr>
<td></td>
<td>• Sealed water bottles, complimentary toiletries, coffee, sugar, tea (unopened) can be wiped over with a disinfectant wipe and reused if required. Magazines and books can be reused.</td>
</tr>
<tr>
<td></td>
<td>• Personal belongings left in the room by the guest are to be bagged and given to the supervisor.</td>
</tr>
<tr>
<td><strong>Cleaning and disinfection of guest room</strong></td>
<td>• Always clean from high to low, clean to dirty and in an ‘S’ shape pattern</td>
</tr>
<tr>
<td></td>
<td>• Clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle i.e. bed area.</td>
</tr>
<tr>
<td></td>
<td>• Extra attention given to frequently touched surfaces e.g. phone, light switches, door handles, kettle, chairs, tables, remote controls.</td>
</tr>
<tr>
<td></td>
<td>• Remove gloves, perform hand hygiene and don clean gloves.</td>
</tr>
<tr>
<td><strong>Move to bathroom</strong></td>
<td>• Use a clean cloth to clean and disinfect all surfaces in the bathroom.</td>
</tr>
<tr>
<td></td>
<td>• Focus on frequently touched surfaces e.g. light switch, taps, draw grips / handles, benches, toilet flush button.</td>
</tr>
<tr>
<td></td>
<td>• Clean the toilet last.</td>
</tr>
<tr>
<td></td>
<td>• Place reusable cleaning cloths into linen bag after use or dispose of single use cloths.</td>
</tr>
<tr>
<td></td>
<td>• Remove gloves, perform hand hygiene.</td>
</tr>
<tr>
<td></td>
<td>• Don clean gloves</td>
</tr>
<tr>
<td></td>
<td>• Mop bathroom floor and vacuum the carpets and any soft furnishings e.g. fabric chair.</td>
</tr>
<tr>
<td></td>
<td>• Remove gloves and perform hand hygiene.</td>
</tr>
<tr>
<td><strong>Remaking of guest room</strong></td>
<td>• Gloves are not required to remake guest room.</td>
</tr>
<tr>
<td><strong>Cleaning and disinfection of cleaning equipment</strong></td>
<td>• Don a new pair of gloves and either:</td>
</tr>
<tr>
<td></td>
<td>o dispose of mop head</td>
</tr>
<tr>
<td></td>
<td>o place mophead in disinfectant</td>
</tr>
</tbody>
</table>
- or send mophead to be laundered.
- Clean & disinfect cleaning equipment including vacuum cleaner, mop handle and bucket.
- Doff gloves, perform hand hygiene.

| Housekeeping trolleys | • Ensure your trolleys are:
| | o clean and free from clutter
| | o items for restocking are stored in cleanable containers
| | o have clear separation of clean and dirty items.
| | o are not used to store your personal items.
| | Leave trolley outside guest room.
| | Take only essential items into guest room.

| Transporting trolleys or skips containing dirty linen or waste | • Don gloves.
| | • Clean and disinfect handle of trolley ready for transfer.
| | • Doff gloves and perform hand hygiene.
| | • Transfer trolley to lift/back of house
| | • On reaching destination perform hand hygiene and don gloves
| | • Dispose of dirty linen or waste.
| | • Doff gloves and perform hand hygiene.

| Physical distancing | • Maintain physical distancing from other staff members.

### Table 2 Enhanced cleaning procedure

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| Time check  | • Leave air-conditioning running for 60 minutes prior to starting the cleaning and disinfection.
|             | • Where able, windows, curtains and doors to balconies should be opened during cleaning. |
| PPE         | • Perform hand hygiene outside room
|             | • Don mask, protective eyewear, gloves, and apron, from your trolley - refer Appendix 2
|             | • Enter room. |
| Pre-clean and removal of room contents | • Remove and bag all waste including
| | o any food and drink from the room or fridge
| | o any unused toilet paper, tissues or toiletries
| | o any newspapers, magazines, books.
| | • Remove all crockery, cutlery and glasses ready for dishwasher.
| | • If dishwasher not available then hand wash all crockery and cutlery in hot soapy water, followed by rinsing in hot water and allow to dry.
| | • Remove and bag all linen, including mattress and pillow protectors and doona.
| | • Personal belongings left in the room by the guest are to be bagged and given to supervisor. |
| Cleaning and disinfection of guest room | • Always clean from high to low, clean to dirty and in an ‘S’ shape pattern
| | • Clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle i.e. bed area.
| | • Extra attention given to frequently touched surfaces e.g. phone, light switches, door handles, kettle, chairs, tables, remote
<table>
<thead>
<tr>
<th><strong>Remaking of guest room</strong></th>
<th>• Guest room can be remade and restocked without the need to wear gloves.</th>
</tr>
</thead>
</table>
| **Cleaning and disinfection of cleaning equipment** | • Don a new pair of gloves and either
  o dispose of mop head
  o place mophead in disinfectant
  o or send mophead to be laundered.
• Clean & disinfect cleaning equipment including vacuum cleaner, mop handle and bucket.
• Doff gloves, perform hand hygiene. |
| **Housekeeping trolleys** | • Ensure your trolleys are:
  o clean and free from clutter
  o items for restocking are stored in cleanable containers
  o have clear separation of clean and dirty items.
  o are not used to store your personal items.
• Leave trolley outside guest room.
• Take only essential items into guest room. |
| **Transporting trolleys or skips containing dirty linen or waste** | • Don gloves.
• Clean and disinfect handle of trolley ready for transfer.
• Doff gloves and perform hand hygiene.
• Transfer trolley to lift/back of house
• On reaching destination perform hand hygiene and don gloves
• Dispose of dirty linen or waste.
• Doff gloves and perform hand hygiene. |
| **Physical distancing** | • Maintain physical distancing from other staff members when cleaning guest rooms. |

*Notify supervisor immediately if any issues or breaches in infection prevention and control occur.*
### Version control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Updates / Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1</td>
<td></td>
<td>PHEOC IPC</td>
<td>Original version</td>
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<tr>
<td>V2</td>
<td></td>
<td>PHEOC IPC</td>
<td>Added advice for food services</td>
</tr>
<tr>
<td>V3</td>
<td>02/12/2020</td>
<td>PHEOC IPC</td>
<td>Review, minor formatting changes</td>
</tr>
<tr>
<td>V4</td>
<td>03/09/2021</td>
<td>PHEOC IPC</td>
<td>New sections added - Accommodation procedures and preparation. Delivery services</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>considerations. Numbering changed</td>
</tr>
<tr>
<td>V5</td>
<td>24/01/2022</td>
<td>SHICC IPC</td>
<td>Major format change, removal of tables, revision of room cleaning section and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>posters added as appendix</td>
</tr>
</tbody>
</table>

Last updated 24 January 2022

**SHICC IPC V5**

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